

WHAT IS CLAIMED IS:

1. A system configured for uploading web based information, comprising:

an application configured with a database of web related information data, said application capable of allowing a user to input information into the database for upload to a server and allowing a user to download information from the database;

at least one wired or wireless access means for the user;

an input means for filtering information between the user and the server; and

an interface between the at least one wired or wireless access means and the server.

2. A system as claimed in claim 1 wherein the web related information data comprises categorized knowledge-based tools or wizards relevant to specific business issues and related documents.

3. A system as claimed in claim 1 wherein the input means comprises a wizard central.

4. A system as claimed in claim 3 wherein the wizard central allows for developing, approving, revising, searching for and using web based wizards or tools.

5. A system as claimed in claim 4 further comprising a centralized solution repository for storing results of said web based wizards or tools for later retrieval and analysis.

6. A system as claimed in claim 4 wherein the web based wizards or tools are accessible through a single distribution point.

7. A system as claimed in claim 1 wherein the server is comprised of hardware and software that allows said user to access relevant wizards or tools in response to input from said user.

8. A system as claimed in claim 1 wherein said server is configured to store and download text and digital images.

9. A workflow system configured for allowing web based knowledge to be maintained, comprising:

an application configured with a database of web related knowledge data, said application capable of allowing a user to input information into the database for upload to a server and allowing a user to download web related knowledge from the database;

at least one wired or wireless access means for the user;

an input means for filtering information between the user and the server; and

an interface between the at least one wired or wireless access means and the server.

10. A workflow system as claimed in claim 9 wherein the web related knowledge data comprises categorized knowledge-based tools relevant to specific business issues and related documentation.

11. A workflow system as claimed in claim 9 wherein the application allows for developing, approving, revising, searching for and using web based wizards or tools.

12. A workflow system as claimed in claim 11 further comprising a centralized solution repository for storing results of said web based wizards or tools for later retrieval and analysis.

5 13. A workflow system as claimed in claim 11 further comprising means for providing an approval process for said web based wizards or tools.

14. A workflow system as claimed in claim 11 further comprising means for providing revision control of said
10 web based wizards or tools.

15. A workflow system as claimed in claim 11 wherein the web based wizards or tools are accessible through a single distribution point.

16. A method for accessing and uploading web based information for internal users and external users using a system which includes a server and at least one client system, the method comprising the steps of:

uploading user information and user
selections to the server;

20 downloading from the server, web pages configured to direct internal and external users to a database and related applications within the server, the database configured with categorized wizards or knowledge-based tools and related documentation,
25 responsive to the user information; and

using an input means to filter information between the user and the server.

17. A method as claimed in claim 16 wherein the web based information comprises categorized wizards or

knowledge-based tools relevant to specific business issues.

18. A method as claimed in claim 16 further comprising the step of configuring the server to store and download wizards or tools and associated documentation, including text and digital images.

19. A method as claimed in claim 16 wherein the step of downloading from the server, web pages configured to direct internal and external users to a database and related applications within the server, further comprises the step of downloading from the server, web pages configured to direct internal and external users to actual wizards or tools and results of wizards or tools relevant to a specific problem input by said user.

20. A method as claimed in claim 16 further comprising the step of maintaining the web based information.